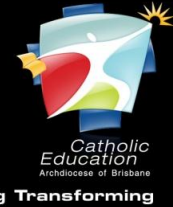


Time Zone Settings



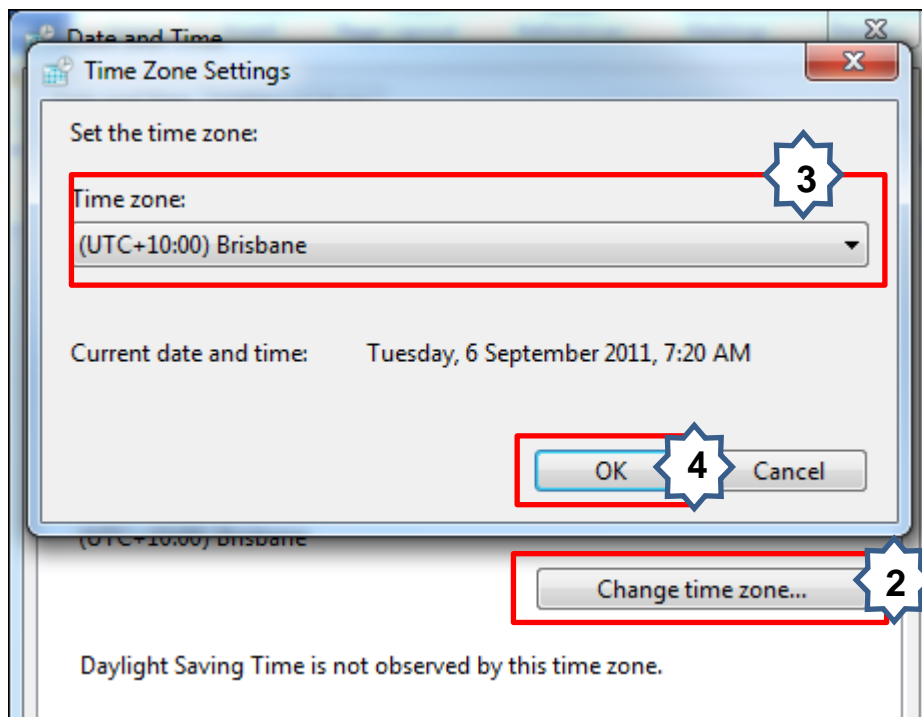
Teaching Challenging Transforming

Troubleshooting Time Zone Settings

Description	This document shows how to modify Time Zone Settings which if incorrectly set may be preventing logon to BCE services.
Symptoms	When logging on to BCE services users are returned to the login screen. No error message is displayed.
Problem	The combination of time zone settings and time & date are incorrect preventing logon to BCE services

Windows 7 (Vista)

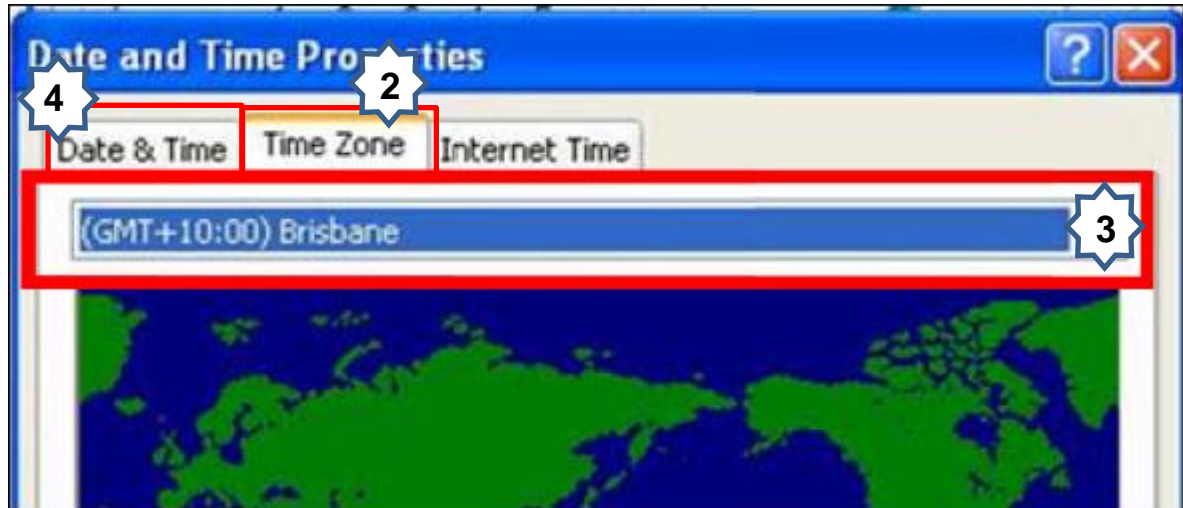
1. Right click the clock in the bottom right corner and select **Adjust Date/Time**.
2. Click **Change Time Zone**.
3. Ensure **UTC+10:00 Brisbane** is selected from the drop-down list (or the time zone that matches your location).
4. Click **OK**



5. Ensure that Date and Time are correct. If not click **Change date and time** and adjust.
6. Click **OK** to close the Date and Time Settings Window
7. Retry logon.

Windows XP

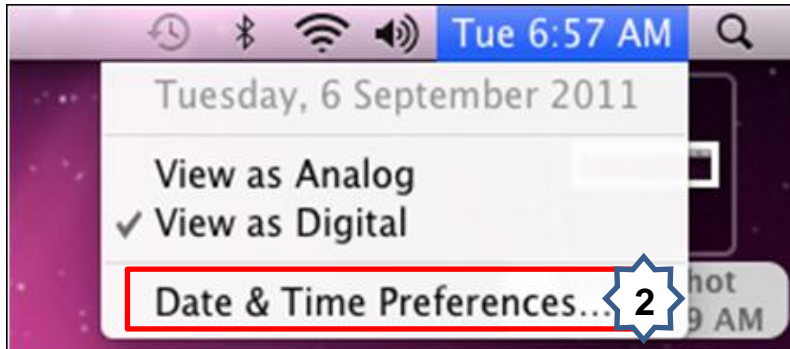
1. **Double click the clock** in the bottom right corner of the screen.
2. Change to the **Time Zone** tab.
3. Ensure **UTC+10:00 Brisbane** is selected from the drop-down list (or the time zone that matches your location).



4. Change to the **Date & Time** tab.
5. Ensure that Date and Time are correct. If not click adjust to match the time and date of your location.

Mac OSX

1. **Click the clock** at the top right of the screen.
2. Select **Date & Time Preferences**



3. Choose the **Time Zone** tab.
4. Click the map closest to your location.
5. Confirm the Closest City displayed is correct.



6. Change back to the **Date & Time** tab and confirm the date and time are correct.
7. Close the Date & Time window.